

ADRIANNE M. CRAWFORD FLETCHER Ph.D., MSSA, LISW, LCSW
The Jack, Joseph, and Morton Mandel School of Applied Social Sciences,
Case Western Reserve University
10900 Euclid Avenue
Cleveland, Ohio 44106-7164
216-368-1877 office 920-883-2630 cell
adrienne.fletcher@case.edu

Education

2017 **Ph.D. Social Work with Distinction.** Loyola University Chicago, Chicago, Il.

Committee: Katherine Tyson, Ph.D. (Chair), David Embrick, Ph.D. (committee member), Gideon Bahn, Ph.D. (methodologist) and Sacha Coupet, J.D. (committee member).

Dissertation: *We Can Do Better: Evaluating an Intervention Remediating Caseworkers' Negative Racial Bias Toward African American Families Involved in Child Welfare.*

2005 **Master of Science in Social Administration (MSW equivalent).** Case Western Reserve University, Cleveland, OH.
Concentration: Children, Youth and Families (GPA – 4.0)

1985 **Bachelor of Arts in Psychology.** Cleveland State University, Cleveland, OH.

1981 **Undergraduate Coursework.** University of Cincinnati, Cincinnati, OH.
Dean's List

Leadership Experience

2020-Present **Chair, Ad-Hoc Faculty Climate Group,** The Jack, Joseph and Morton Mandel School of Applied Social Sciences, Cleveland, OH.
Chair, Ad-Hoc Faculty Climate Group

- Appoints ad-hoc members alongside the Dean
- Reviews existing strategic climate improvement plans
- Creates and implements strategic plan to improve Mandel School climate
- Engages with outside consultants
- Engages with Ad-Hoc members to create assessment tools, and climate initiatives
- Engages with faculty regarding issues of diversity with inclusion and climate

2018-Present **Assistant Dean for Diversity and Inclusion,** The Jack, Joseph and Morton Mandel School of Applied Social Sciences, Cleveland, OH.
Assistant Dean for Diversity and Inclusion:

- Assess the diversity and inclusion at the Mandel School
- Works toward the improvement of diversity and inclusion at the Mandel School.
- Works toward the recruitment and retention of URM students, faculty and staff
- Interfaces with Office of Inclusion, Diversity and Equal Opportunity's Diversity Leadership Council
- Writes and submits the Mandel School Diversity Report

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- Creates the Mandel School strategic plan
- Chairs, Ad-Hoc Group for Diversity and Inclusion
- Chairs, Ad-Hoc Faculty Climate Group

2018-Present **Chair, Ad-Hoc Group for Diversity and Inclusion,** The Jack, Joseph and Morton Mandel School for Applied Social Sciences, Cleveland, OH.

Chair, Ad-Hoc Group for Diversity and Inclusion:

- Recruits group members
- Sets meeting agenda
- As a collective works to improve diversity and inclusion at the Mandel School
- As a collective works toward the recruitment and retention of URM students, faculty and staff.

2018-Present **Vice-Chair, First Year Cleveland-Action Team 1,** Part of the Cuyahoga County Initiative to reduce infant and maternal mortality among African-American babies and women

- Executes First Year Cleveland initiatives including but not limited to
 - Decreasing infant mortality rates within Cuyahoga County along with other Action Teams.
 - Creates a comprehensive anti-bias, anti-racism training along with team members for providers at major hospitals within Cuyahoga County
 - Conducts comprehensive anti-bias, anti-racism trainings for medical providers (physician, staff, etc.).

2018-Present **Co-Lead Online Course Instructor SASS 549,** The Mandel School of Applied Social Sciences, Cleveland, OH.

SASS 549 Theory and Practice Approaches in Direct Practice Social Work

- Supports teaching team
- Expert in content area
- Prepares syllabus
- Records asynchronous content
- Prepares synchronous content

2018-Present **Co-Lead Online Course Instructor SASS 484,** The Mandel School of Applied Social Sciences, Cleveland, OH.

SASS 484 Theories of Oppression and Social Justice

- Supports teaching team
- Expert in content area
- Prepares syllabus
- Records asynchronous content

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- Prepares synchronous content

2017-Present **Lead Course Instructor SASS 549**, The Mandel School of Applied Social Sciences, Cleveland, OH.

SASS 549 Theory and Practice Approaches in Direct Practice Social Work

- Supports teaching team
- Expert in content area
- Prepares syllabus, and completes course revisions

2017-Present **Diversity with Inclusion Consultant**, Crawford-Fletcher and Associates, Cleveland Heights, OH.

- Provides assessment, trainings and ongoing consultation to agencies, schools, non-profit organizations and faith-based organizations who are aware that they are unaware.

2017-Present. **Expert Content Consultant**, The Mandel School of Applied Social Sciences, Cleveland, OH.

Expert Content Consultant in the following areas:

- Diversity, inclusion and social justice
- Direct practice, and social policy
- Social work values and ethics

2017 **Chair Search Committee**, University of Wisconsin-Green Bay, Green Bay, WI.

Chair Search Committee:

- Scheduled and directed all Search Committee meetings.
- Maintained all records associated with the search process.
- Conducted all reference checks with co-chair.
- Made final candidate recommendations with co-chair

2016-17 **Faculty Advisor**, University of Wisconsin-Green Bay, Green Bay, WI.

Faculty Advisor, Black Student Union, and InterVarsity Christian Fellowship:

- Meet regularly with group members including officers
- Supported group with activities and events
- Assisted with resources and budgeting
- Served as mentor, team builder and role model

2016 **Co-Chair, Search Committee** University of Wisconsin-Green Bay, Green Bay, WI.

Co-Chair:

- Scheduled and directed Search Committee meetings with Chair
- Conducted all reference checks with co-chair.
- Made final candidate recommendations with Chair

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- 2012-14 **Supervisor**, Court Appointed Special Advocates of Brown County, Green Bay, WI.
Supervisor:
- Provided comprehensive volunteer coordination and management to an assigned team of CASA volunteer advocates.
 - Coached and supported assigned CASA's through a supervisory coaching approach, using techniques of consultation, and mentoring.
 - Reviewed advocate applications as well as interview potential advocates
- 2008-11 **Behavioral Health Manager**, Community Memorial Hospital, Oconto Falls, WI.
Behavioral Health Manager:
- Provided clinical services
 - Provided staff performance evaluations
 - Participated in multidisciplinary meetings
- 2008 **Behavioral Health Manager**, Stockbridge-Munsee Health & Wellness Center, Bowler, WI.
(Jan-Nov)
Behavioral Health Manager:
- Provided clinical services
 - Oversaw annual budget
 - Applied for grant funding
- 1992-2007 **Co-Founder**, Standing in the GAP, Inc. Co-Founder/Co-Director. Maple Heights, OH.
Co-Founder/Co-Director Standing in the GAP:
- Founded and provided vision for organization
 - Organized a volunteer board
 - Spokesperson for organization
 - Recruited individual, and faith-based group volunteers
 - Acquired, monitored and distributed donations

Academic Experience

- 2019 **Co-Lead Ghana Study Abroad Course**
Co-Lead:
- Provides lectures on the following:
 - History of Ghana
 - The dynamics of Aid Agencies and Multinational Organizations
 - The role of NGOs in Ghana's development
 - Culture, religion and development in Ghana

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- 2019 **Erasmus Plus Exchange Professor, Timisoara, Romania**
Exchange Professor:
- Provides lectures on qualitative research via translator
 - Provides lectures relevant to culture, discrimination, implicit attitude
 - Provides lectures on teaching and learning
- 2017- Present **Assistant Professor**, The Mandel School of Applied Social Sciences, Cleveland, OH.
Assistant Professor:
- Teaches *Practice, Policy and Oppression* courses within the MSSA curriculum
 - Serves as Lead Instructor for SASS 549 *Theory and Practice Approaches in Direct Practice Social Work*
 - Serves as student Advisor
 - Serves on the Diversity Leadership Council
 - Serves on the Faculty Senate Committee on Diversity
 - Serves on Faculty Development Council
- 2015-2017 **Assistant Professor**. University of Wisconsin-Green Bay, Green Bay, WI.
Assistant Professor:
- Teaches across the MSW curriculum
 - Serves as BSW student advisor
 - Serves on MSW/BSW Admissions' Committee
 - Serves on Field Internship Committee
 - Serves on the MSW/BSW Curriculum Committee
- Graduate-Level Courses Taught:*
- Social Work Methods (Generalist Practice II)
 - Social Work Skills
 - Field Practicum
 - Advanced Social Policy Analysis
 - Foundations of Social Welfare
 - Emerging Issues in Child Welfare
- 2014-2015 **MSW Field Coordinator and Lecturer**, University of Wisconsin-Green Bay, WI.
MSW Field Coordinator:
- Coordinates internship matches between students and community agencies
 - Creates and maintains agency community partners for internship
 - Serves on MSW Admissions' Committee
 - Contributes to MSW accreditation Self Study
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Lecturer: Graduate-Level Courses Taught:

- Social Work Methods
- Social Work Skills
- Field Practicum
- Advanced Social Policy Analysis
- Foundations of Social Welfare

Honors/Awards

2019 John A. Yankey Outstanding Teacher Award, The Mandel School, Cleveland, OH.
2019 Who's Who in Black Cleveland
2016-17 Diversity Scholar. University of Wisconsin – Green Bay, Green Bay, WI.
2016 Student Nominated Teacher Award-Early Career. University of Wisconsin – Green Bay, Green Bay, WI.

Grants and Scholarships

2011-13 (AY) Recipient, Merit Award (Loyola University Chicago)
2005-06 (AY) Recipient, Post-Masters Fellowship (Hannah Perkins Center for Child Development)
2004-05 (AY) Recipient, MSASS Alumni Scholarship Award (Case Western Reserve University)
2004-05 (AY) Recipient, Max and Eva Apple Scholarship Award (Case Western Reserve University)

Grants: Submitted but not funded

2008 Grant Writer, *Medical/Behavioral Health: Integration of Services Domestic Violence/Sexual Assault*. Funded by Indian Health Services (IHS).

Research and Teaching Interests

Issues of diversity with inclusion and equity, implicit and biases, disproportionality in the child welfare system and other social institutions, Indian child welfare, social welfare policy, and social justice and advocacy.

Scholarship

Publications

Fletcher, A. (2013). The continued journey of race work in social work from the theoretical perspective of Foucault. *Praxis, 12*, 20-27

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Fletcher, A. M. C. (2017). *We can do better: Evaluating an intervention remedying caseworkers' negative racial bias toward African American families involved in child welfare*. ProQuest Dissertations & Theses A & I.

Fletcher, A. M. C., Akakpo, F. T. (2020). We can do better: Mitigating negatively, racialized attitudes in child welfare through self-awareness training. *Child Welfare Journal*. Article in Press.

Martinez, K. A., Keenan, K., Rastogi, J. R., Fletcher, A., Rood, M. and Rothberg, M. B. (2020). The association between physician race/ethnicity and patient satisfaction: an exploration in direct to consumer telemedicine. *Journal of General Internal Medicine*. Accepted for publication.

Lovell, R. E., Fletcher, A. M., Overman, L., Luminais, M., and Flannery, D. J. (2020). Lasting Legacy of Redlining: Black Women's Increased Risk of Sexual Assault While Walking or Waiting. *Health and Wellness for People of Color: An Encyclopedia of Issues, Problems, and Solutions*. Article in Press.

Research Assistantships

2012-2013 Research Assistant
Loyola School of Social Work. Dr. Darrell Wheeler, PI & Advisor
Funded by The Center for Disease Control
Black Men-Evolving (B-Me) a Homegrown Intervention

- Clinical support

2011-2012 Research Assistant
Loyola School of Social Work. Dr. Julia Pryce, Co-PI & Advisor
Project MENTOR
Funded by The Department of Health and Human Services and
The Office of Public Health and Science and the Office of Minority Health

- Project MENTOR Manual

Institutional Committees

2020-Present. Chair, Ad-Hoc Faculty Climate Committee, The Jack, Joseph and Morton Mandel School of Applied Social Sciences. Case Western Reserve University-Cleveland, OH.

2018-Present Diversity Leadership Council, Office of Diversity and Inclusion, Diversity and Equal Opportunity. Case Western Reserve University University-Cleveland, OH.

2018-Present Chair, Ad-Hoc Committee for Diversity and Inclusion, The Jack, Joseph, and Morton Mandel School of Applied Sciences. Case Western Reserve University-Cleveland, OH.

2018-Present. Faculty Development Council, Case Western Reserve University, Cleveland, OH.

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- 2018-2018 Faculty Senate Committee on Minority Affairs. Case Western Reserve University-Cleveland, OH.
- 2017-2018 Faculty Senate Committee on Women. Case Western Reserve University-Cleveland, OH.
- 2016-2017 Inclusive Classroom Sub-Committee, Co-Chair. University of Wisconsin – Green Bay, Green Bay, WI.
- 2016 BSW Student Advisor, Social Work Unit Full Faculty Committee, BSW Curriculum Committee, BSW Admissions Committee. University of Wisconsin – Green Bay, Green Bay, WI.
- 2014 MSW Full Faculty Committee, BSW Full Faculty Committee, MSW Admissions Committee. University of Wisconsin – Green Bay, Green Bay, WI.
- 2013 Praxis Editorial Committee. Loyola University Chicago, Chicago, IL.

Post-Masters & Clinical Experience

- 2011 (May-Sept) Homeless Program Outreach Social Worker
William S. Middleton Memorial Veterans Hospital, Madison, WI.
- 2008-11 Therapist
Community Memorial Hospital, Oconto Falls, WI.
- 2008 (Jan-Nov) Therapist
Stockbridge-Munsee Health & Wellness Center, Bowler, WI.
- 2005-2007 Therapist/Analytic Trainee
Hannah Perkins Center for Child Development, Shaker Heights, OH.

Invited Conferences and Presentations

- 2020 Co-Presenter, *Healthcare Disparities: Raising Caregiver Awareness*. Ohio Association of Health Care Quality. Columbus, OH. (Cancelled due to COVID-19)
- 2020 Co-Presenter, *Promoting Racial Equity in Field: A Trauma Informed Socially Just Approach*
Grand Valley State University, Allendale, MI.

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- 2020 Presenter & Panelist, *Implicit Bias* Cleveland Leadership Center Bridge Builders Conference. Cleveland, OH.
- 2020 Poster Presentation, *We Can Do Better: Mitigating Negatively, Racialized Attitudes in Child Welfare through Self-Awareness*. Society for Social Work Research APM, Washington, DC.
- 2019 Panelist, *Healthcare Disparities: Raising Caregiver Awareness*. Cleveland Clinic Foundation, Hillcrest Hospital, Mayfield, OH.
- 2019 Moderator, *Navigating Marginalized Identities in Health Professions*. American Medical Women's Association Case Western Reserve University Chapter, Cleveland, OH.
- 2019 Panelist, *Democracy 2020*, Case Western Reserve University, Office of Inclusion, Diversity and Equal Opportunity, Cleveland, OH.
- 2019 Keynote, *Empathy as a Strategy in the Workplace and a Core Component of Human Design*. Ohio Association of County Clerk of Courts Winter Conference. Columbus, OH.
- 2019 Presenter, *Empathy as a Strategy in the Workplace*. The Cleveland Leadership Center Spark Conference, Cleveland, OH.
- 2019 Presenter, *Empathy as a Core Component of Human Design*. Cleveland Leadership Center Pacesetters Conference, Cleveland, OH.
- 2019 Co-Presenter, *Promoting Racial Equity in Field: A Trauma Informed Socially Just Approach* Council of Social Work Education APM, Denver, CO.
- 2019 Cultural Dynamics in the U.S. and Abroad Lecture Series, Erasmus Plus Program. University of West Timisoara, Timisoara, Romania.
- 2019 Presenter, *Brave Spaces, Authentic Conversations*. The Jack, Joseph and Morton Mandel School of Applied Social Sciences Annual Field Education Appreciation Luncheon. Cleveland, OH.
- 2019 Presenter, *Post-Secondary Education in the Current Social and Political Climate: What it Means to be Socially Just, Anti-Oppressive and Woke Irrespective of Your Scholastic Hub*. Case Western Reserve University, Office of Inclusion, Diversity and Equal Opportunity. Cleveland, OH.

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- 2018 Keynote, *Socially Just, Anti-Oppressive and Woke: Court Appointed Special Advocates in the Next Millennium*. Court Appointed Special Advocates (CASA) State Conference, DePere, WI.
- 2018 Presenter, *Becoming The Best Advocate I Can Be: Deconstructing Hidden Bias Threat*. Court Appointed Special Advocates (CASA) State Conference, DePere, WI.
- 2018 Presenter, *Socialized into Racism: It's Not Your Fault, But It Is Your Responsibility. Raising Awareness and Making Changes*. Office of Inclusion, Diversity and Equal Opportunity, Case Western Reserve University, Cleveland, OH.
- 2017 Presenter, *Knowing Your Lens Cultural Humility Training*
Court Appointed Special Advocates (CASA) State Conference, DePere, WI.
- 2017 Presenter, *Knowing Your Lens Cultural Humility Training*
Advocates for Healthy Transitional Living, DePere, WI.
- 2017 Presenter, *Knowing Your Lens Cultural Humility Training*
Court Appointed Special Advocates (CASA) National Conference, Seattle, WA.
- 2016 Presenter, *Knowing Your Lens Cultural Humility Training*
CSWE, Atlanta, GA.
- 2016 Presenter, *Knowing Your Lens Awareness Training*
Shawano County Department of Human Services, Shawano, WI.
- 2016 Presenter, *The School-to-Prison-Pipeline*
Summit on Disproportionality, Green Bay, WI.
- 2016 Presenter, *Cultural Competency*
Behavioral Health Partnership. Green Bay, WI.
- 2016 Presenter, *Cultural Competency*
NEW Partnership for Children and Families, Green Bay, WI.
- 2015 Presenter, *Cultural Competency*
University of Wisconsin Continuing Education & Wisconsin Caregiver Academy. Green Bay, WI.
- 2014 Presenter, *Diversity Issues*
National Association of Social Workers-Wisconsin Chapter State Conference. Waukesha,

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WI.

- 2014 Presenter, *Disproportionality in Education*
Cooperative Education Services Agency 9 Summit on Disproportionality in Education.
Green Bay, WI.
- 2013 Presenter and Panelist, *African-American Race/Ethnicity*
University of Wisconsin-Green Bay Institute for Learning Fall Conference. Green Bay,
WI.
- 2013 Presenter, *Knowing Your Lens*
Brown County Department of Children and Family Services. Green Bay, WI.
- 2013 Presenter, *Knowing Your Lens*
Presenter, *Diversity*
Court Appointed Special Advocates State Conference. Madison, WI
- 2013 Presenter, *Knowing Your Lens*
Presenter, *Diversity*
Court Appointed Special Advocates State Conference. Madison, WI.
- 2013 Presenter, *Do No Harm*
Court Appointed Special Advocates National Conference. Anaheim, CA.
- 2012 Presenter, *Disproportionality*
National Association of Social Workers-Wisconsin Chapter State Conference. Brookfield,
WI.

Community Service

- 2020 Panelist, *Juneteenth: What, Why and How We Celebrate*, Merck, League of Employees of
African Descent
- 2020 Panelist, *Conversations for Change: Systemic Racism and Anti-Blackness in Education*,
Garfield Heights Community Action Group, Garfield Heights, OH.
- 2020 Panelist, *Toxic: A Black Woman's Story*, Cleveland Metropolitan General Hospital,
Cleveland, OH.

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- 2020 Panelist, *Healthcare Disparities: Raising Caregiver Awareness*, The Cleveland Clinic Hillcrest Hospital, Mayfield, OH.
- 2020 Presenter, *Implicit Bias/Attitude as a Hidden Driver*, The Cleveland Leadership Center, Bridge Builders Conference, Cleveland, OH.
- 2020 Presenter, *Empathy as a Core Component of Human Design and a Strategy in the Workplace*, The Cleveland Leadership Center Mid-Year Retreat, Cleveland, OH.
- 2019 Presenter, *Empathy as a Core Component of Human Design*, The Cleveland Leadership Center, Pace Setters Conference, Cleveland, OH.
- 2019 Presenter, *Nurture Empathy*, The Cleveland Leadership Center, The Spark Conference, Cleveland, OH
- 2019 Guest Award Presenter. The City of Garfield Heights Martin Luther King Day Program. Garfield Heights, OH.
- 2019 Panelist, *Black Family Dynamics*, Sisters for Community Unity, Warrensville Heights, OH.
- 2019 Facilitator, *The Everyday Language of White Racism*, Trinity Cathedral Episcopal Church, Cleveland, OH.
- 2018 *Knowing Your Lens-Cultural Humility Awareness Training (KYL-CHAT)*, University Hospital Emergency Department. Cleveland, OH.
- 2018 *Knowing Your Lens-Cultural Humility Awareness Training (KYL-CHAT)*, University Hospital Pediatric Residents. Cleveland, OH.
- 2018 *Knowing Your Lens-Cultural Humility Awareness Training (KYL-CHAT)*, University Hospital SANE Nurses, Social Workers, etc. Cleveland, OH.
- 2012-2017 Trainer, Court Appointed Special Advocates-Brown County. Green Bay, WI.
- 2012-2017 Trainer, Court Appointed Special Advocates Fox Cities. Appleton, WI.
- 2012-2015 Trainer, NWTC Police Cadets. Green Bay, WI.
- 2010-12 Guest, Mental Health Talk on WRVM Radio *The Outlook*. Suring, WI.
- 2012 Panelist, Child Abuse. Wisconsin Public Television *Teen Connection*. Green Bay, WI.

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- 2010 Speaker, Depression. Community Memorial Hospital. Oconto Falls, WI.
- 2008 Keynote Speaker. Lake Lundgren Bible Camp. Pembine, WI.
- 2005-06 Presenter, Disproportionality. Cuyahoga County Department of Children and Family Services. Cleveland, OH.
- 1992-2007 Standing in the GAP, Inc. Co-Founder/Co-Director. Maple Heights, OH.

Consultation

- 2020 Training, *Knowing Your Lens: Cultural Humility/Awareness Training*, Chagrin Valley School, Chagrin Falls, OH.
- 2020-Present Diversity and Inclusion Consultation, Kinnect Inc. Cleveland, OH.
- 2020-Present Diversity and Inclusion Consultation, JoAnn Fabric, Inc. Hudson, OH.
- 2020 Diversity and Inclusion Consultation, Field Stone Farm, Chagrin Falls, OH.
- 2020 Keynote Presentation, Cover My Meds, Columbus, OH.
- 2020 Presenter, Wisconsin State Court Appointed Special Advocates (CASA), WI.

Media and Media Presentations

- 2019 Radio Guest, *Blackface in America*, The Sound of Ideas WCPN, Cleveland, OH.
<https://www.ideastream.org/programs/sound-of-ideas/blackface-in-america>
- 2020 Guest Interviewee, *Children and Race*, WKYC Television, Maureen Kyle, Cleveland, OH.
<https://www.wkyc.com/article/life/parenting/talking-to-your-kids-about-race-and-racism-a-necessary-conversation/95-c1c47674-9b58-4389-9a8a-fa520e5fcde9>
- 2020 Guest Interviewee, *Why Women are Partly to Blame for the Thick Glass Ceiling*, The Atlanta Journal-Constitution, Gracie Bonds Staples, Atlanta, GA.
<https://www.ajc.com/lifestyles/why-women-are-partly-blame-for-that-thick-glass-ceiling/MPzeD9d3e68fpk6Dz7TS0H/>
- 2020 Guest Interviewee, *How to Talk to Your Children about Racism*, The List, E.W. Scripps
<https://www.youtube.com/watch?v=u6Mn-qVtyHI>

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Professional Organizations

July 2009-Present	National Association of Social Work (NASW)
September 2019-Present	Council of Social Work Education (CSWE)
November 2019-Present	Society for Social Work Research (SSWR)

Licenses

July 2012	Teaching License (substitute)-Wisconsin
January 2008-Escrow	Licensed Clinical Social Worker-Wisconsin
October 2007-Present	Licensed Independent Social Worker-Ohio
April 2005-Present	Non-tax Teaching Certificate-Ohio